

TFACTS

Tennessee's Family and Child Tracking System

Responding to Incident Reports in TFACTS

DCS Employees

What is an Incident?

Any event affecting a child or a program's operation such as seclusion, restraint, medication errors, etc. that is potentially, if not actually, of serious consequence is considered an incident. All incidents will be reported in TFACTS by DCS or providers in accordance with DCS and provider policies.

Why do we need to report Incidents?

As a matter of best practice and program fidelity, agencies and DCS must record and track incidents that may occur within their programs from time-to-time. The tracking of incidents will provide agencies and the Department with both quantitative and qualitative data that could be used to enhance program efficacy. The tracking of this information will provide critical data that can be used to ensure the safety and well-being of children served as well as provides oversight of provider's compliance with policy.

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Responding to an Incident Report (IR)

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This is the screen you will see when first accessing TFACTS. Enter your username and password to log in.



The screenshot shows the TFACTS login interface. At the top left is the TFACTS logo, which includes the Tennessee Department of Children's Services seal and the text 'TFACTS'. Below the logo is the 'Login' section with fields for 'Username: *' and 'Password: *', a 'Log In' button, and links for '[Forgot Password?]' and '[Confidentiality Statement]'. To the right of the login section is a large light gray area containing text about SACWIS and the mission. Below the login section are links for '[TFACTS Overview]', '[TFACTS Helpdesk]', and '[Change Password]'. At the bottom left is the 'Contact' section with the address, phone, and fax numbers for the Tennessee Department of Children's Services. At the bottom right is the footer text 'UAT version 1.48.0.0210100630'.

Login

Username: *

Password: *

[Log In](#)

[\[Forgot Password? \]](#)

[\[Confidentiality Statement \]](#)

Assistance

[\[TFACTS Overview \]](#)

[\[TFACTS Helpdesk \]](#)

[\[Change Password \]](#)

Contact

Tennessee Department of Children's Services
436 6th Avenue North, 7th Floor
Cordell Hull Bldg.
Nashville, TN 37243

Phone: (615) 741-9701
Fax: (615) 532-9411

What is SACWIS?: SACWIS stands for Statewide Automated Child Welfare Information System. DCS is committed to designing, developing and implementing a comprehensive Case Management System that will assist staff in managing their workloads and provide accurate & current data to assist in decision-making and program modification.

Mission: To provide automated technology solutions to Tennessee's state child welfare agency that supports service delivery and practice for the safety, permanency and well-being of children and families.

UAT version 1.48.0.0210100630

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After you log in, the Switch Organization Profile screen appears, if you are assigned to multiple organizations. If you are not, you will be taken directly to your home screen.

On this screen you select the organization for which you want to do work. After you select the organization and click **Select**, the **Home Screen Desktop** tab appears.

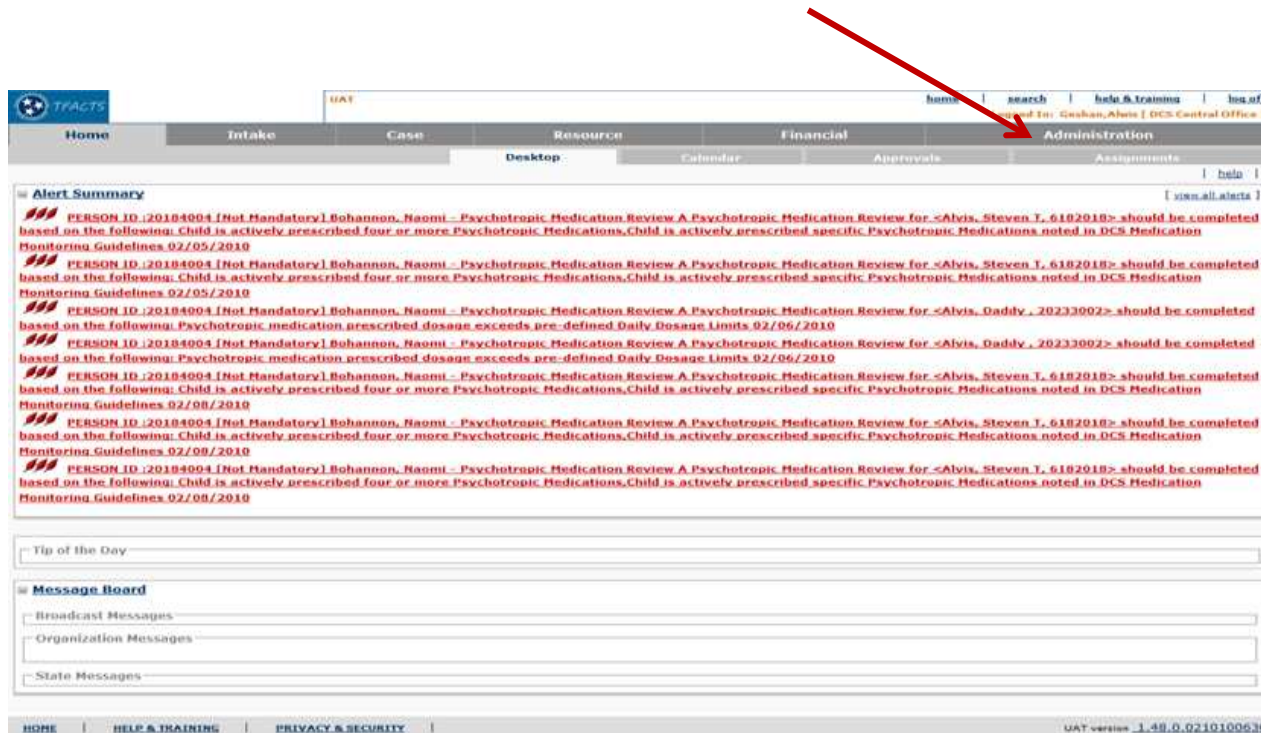


The screenshot shows the TFACTS web interface. At the top left is the TFACTS logo. To its right, the text "SIT" is displayed. Further right, there are links for "log off" and "Welcome". Below this header is a section titled "Switch Organization Profile". Inside this section, there is a "Select Organization" label above a form field. The form field contains the text "Organization: CPS Central Intake" followed by a dropdown arrow. Below the form field is a blue button labeled "Select".

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After logging in, you will be shown your home screen. This is where alerts and messages will be shown. Click on the “Administration” tab at the top of the screen.

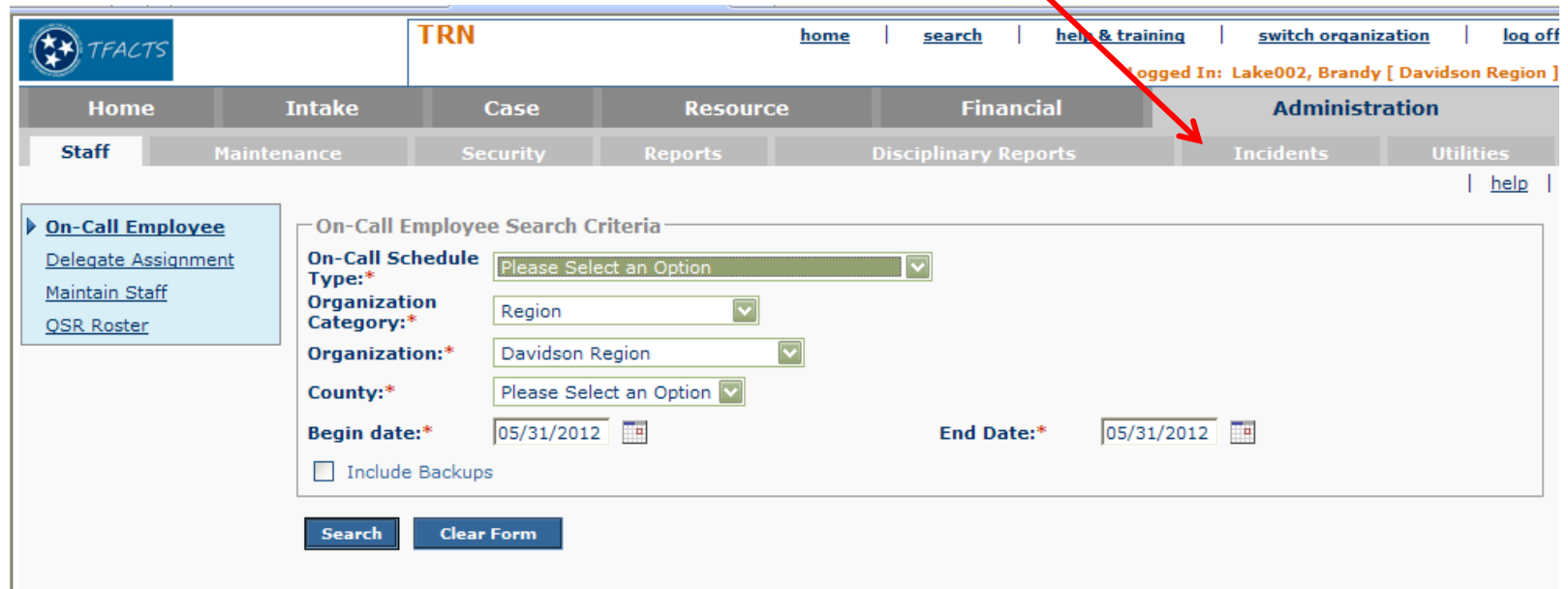


The screenshot displays the TFACTS home screen. At the top, there is a navigation bar with the TFACTS logo on the left and links for 'home', 'search', 'help & training', and 'log off' on the right. Below this is a main navigation bar with tabs for 'Home', 'Intake', 'Case', 'Resource', 'Financial', and 'Administration'. The 'Administration' tab is highlighted, and a red arrow points to it. Below the navigation bar, the 'Alert Summary' section is visible, showing a list of alerts with details such as 'PERSON ID: 20184004', 'Bohannon, Naomi', and 'Psychotropic Medication Review'. Below the alerts, there is a 'Message Board' section with fields for 'Broadcast Messages', 'Organization Messages', and 'State Messages'. At the bottom of the screen, there is a footer with links for 'HOME', 'HELP & TRAINING', and 'PRIVACY & SECURITY', along with the text 'UAT version 1.48.0.0210100630'.

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Click on the "Incidents" hyperlink.



The screenshot shows the TFACTS web application interface. At the top, there is a blue header with the TFACTS logo and the text "Tennessee's Family and Child Tracking System". Below the header, there is a navigation bar with links: [home](#), [search](#), [help & training](#), [switch organization](#), and [log off](#). The user is logged in as "Lake002, Brandy [Davidson Region]".

The main navigation menu is divided into two rows. The first row contains: [Home](#), [Intake](#), [Case](#), [Resource](#), [Financial](#), and [Administration](#). The second row contains: [Staff](#), [Maintenance](#), [Security](#), [Reports](#), [Disciplinary Reports](#), [Incidents](#), and [Utilities](#). A red arrow points to the "Incidents" link in the second row.

On the left side, there is a sidebar with a blue background. It contains a section titled "On-Call Employee" with sub-links: [Delegate Assignment](#), [Maintain Staff](#), and [QSR Roster](#).

The main content area displays the "On-Call Employee Search Criteria" form. The form includes the following fields:

- On-Call Schedule Type:** A dropdown menu with the option "Please Select an Option".
- Organization Category:** A dropdown menu with the option "Region".
- Organization:** A dropdown menu with the option "Davidson Region".
- County:** A dropdown menu with the option "Please Select an Option".
- Begin date:** A date field with the value "05/31/2012" and a calendar icon.
- End Date:** A date field with the value "05/31/2012" and a calendar icon.
- ☐ Include Backups

At the bottom of the form, there are two buttons: [Search](#) and [Clear Form](#).

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To be alerted that you have an Incident to which to respond, you should have received an email notification from the TFACTS system. In that email, the Incident number is listed; enter that number in the "Incident Number" field. NOTE: For IRs on children in DCS resource homes or in the care of a private provider, you must enter an "S" before the number (For example, "S241"). For IRs occurring in YDCs, you must enter a "C" before the number.

If you do not have the IR number, use the other available search criteria to find the IR to which you wish to respond.

Home	Intake	Case	Resource	Financial	Administration
Staff	Maintenance	Security	Reports	Disciplinary Reports	Incidents

[help](#)

Search Criteria

From Date:	<input type="text"/>	To Date:	<input type="text"/>
Incident Number:	<input type="text"/>	Facility / Resource:	<input type="text"/>
Incident Category:	<input type="text"/>	Incident Type:	<input type="text"/>
Status:	<input type="text"/>		

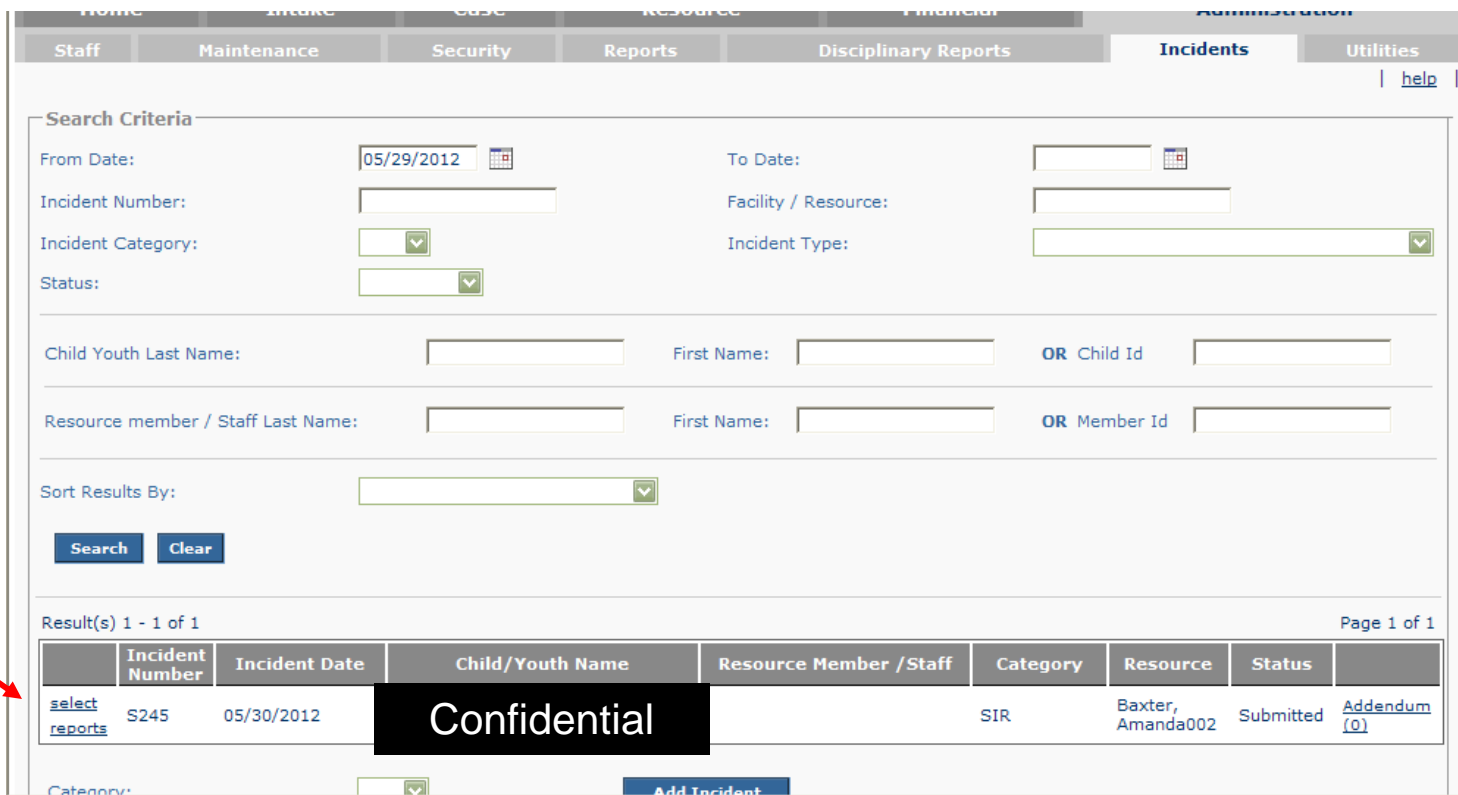
Child Youth Last Name:	<input type="text"/>	First Name:	<input type="text"/>	OR Child Id	<input type="text"/>
Resource member / Staff Last Name:	<input type="text"/>	First Name:	<input type="text"/>	OR Member Id	<input type="text"/>

Sort Results By:

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Click “select” next to the IR to which you want to respond.



The screenshot shows the TFACTS web application interface. At the top, there is a navigation bar with tabs for Home, Intake, Case, Resource, Financial, and Administration. Below this, there is a sub-navigation bar with tabs for Staff, Maintenance, Security, Reports, Disciplinary Reports, Incidents, and Utilities. The Incidents tab is currently selected.

Below the navigation bar, there is a search criteria section. It includes fields for From Date (05/29/2012), To Date, Incident Number, Facility / Resource, Incident Category, Incident Type, Status, Child Youth Last Name, First Name, OR Child Id, Resource member / Staff Last Name, First Name, OR Member Id, and Sort Results By. There are Search and Clear buttons.

Below the search criteria, there is a table showing the results. The table has columns for Incident Number, Incident Date, Child/Youth Name, Resource Member / Staff, Category, Resource, Status, and a link to select reports. The first row shows Incident Number S245, Incident Date 05/30/2012, Child/Youth Name Confidential, Resource Member / Staff, Category SIR, Resource Baxter, Amanda002, Status Submitted, and a link to select reports. A red arrow points to the 'select reports' link.

Incident Number	Incident Date	Child/Youth Name	Resource Member / Staff	Category	Resource	Status	
S245	05/30/2012	Confidential		SIR	Baxter, Amanda002	Submitted	select reports

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Click the "Response" hyperlink.

Administration > Incidents > SIR Incident Details

Logged In: Lake002, Brandy [Davidson Reg | hel

Incident Information	Child / Youth Involved	Resource Members/ Staff Involved	CIR Incident Factors	Response
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Incident Details

Incident Date: * 05/30/2012 Incident Time: 05:45 PM CT

Incident #: 245 Contact Person Info: Mary Bobbit, 615-469-7635

Incident Submitted Date / Time: 05/31/2012 10:56 AM Submitted By: Lake002, Brandy

Incident Category: Serious Restricted: ☐

Incident Type: * Contraband Incident Subtype 1: Weapon Incident Subtype 2:

CPS Referral

Was CPS referral Made: No CPS Referral #:

Date of Referral: Time Of Referral: AM CT

Resource: Baxter, Amanda002 [Link Resource](#)

Incident Location: Offsite Incident: No

Incident Sublocation: Offsite Location:

Incident Description:*

Ms. Baxter, the foster mother, reports she was cleaning Frank's bedroom, and while changing the sheets, she discovered an unloaded pistol between the mattresses. Ms. Baxter states she took the gun and put it in the locked fire box in the top of her bedroom closet where she keeps her important documents. Ms. Baxter states she has never had any weapons in her home and has no idea where Frank could have gotten the gun. Frank wasn't home at the time she

Done Trusted sites 100

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Complete the narrative “Response” box with your response to the Incident Report. Make sure to include who you called/emailed, when, and what was discussed, including any steps that have been or are to be taken to prevent (further) harm or prevent the incident from happening again.

Then, click the plus sign next to “SIR Additional Info.”

Administration > Incidents > Incident Response


Incident Information	Child / Youth Involved	Resource Members/ Staff Involved	CIR Incident Factors	Response
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Incident Response

Response:

Spell Check Clear 300

Last Updated Date: Updated By:

 **SIR Additional Info**

Action:

Close Incident: ☐ Closed By:

Apply Save Cancel

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- 1 - Select whether the handling of the incident was appropriate and which of the available factors are the "Contributing Factors" to the incident.
- 2 - Then, select the appropriate needed next action.

The screenshot shows the 'Incident Response' tab in the TFACTS system. The form includes a 'Response' text area, 'Spell Check', 'Clear', and a character count of 300. Below this is the 'SIR Additional Info' section with a dropdown for 'Handling of Incident was Appropriate:'. The 'Contributing Factors' section features a list of 'Available Factors' (Inadequate Number of Staff Present, Inadequate Programming, Inadequate Supervision of Child, Inadequate Training/Supervision, Unsafe Environment) and buttons for 'Add >>' and '<< Remove'. A 'Selected Factors' list is also present. At the bottom, the 'Action:' dropdown is open, showing options: 'Additional Information Needed', 'Follow Up Needed', 'No Follow up Needed', and 'Refer to Higher Authority'. The 'Close Incident:' label is next to it. The 'Closed By:' field is also visible. At the very bottom are 'Apply', 'Save', and 'Cancel' buttons. A red arrow labeled '1' points to the 'Handling of Incident was Appropriate:' dropdown. Another red arrow labeled '2' points to the 'Action:' dropdown.

Incident Information Child / Youth Involved Resource Members / Staff Involved **CIR Incident Factors** Response

Incident Response

Response:

Spell Check Clear 300

Last Updated Date: Updated By:

SIR Additional Info

Handling of Incident was Appropriate:

Contributing Factors

Available Factors

- Inadequate Number of Staff Present
- Inadequate Programming
- Inadequate Supervision of Child
- Inadequate Training/Supervision
- Unsafe Environment

Add >> << Remove

Selected Factors

Action:

Close Incident:

Additional Information Needed
Follow Up Needed
No Follow up Needed
Refer to Higher Authority

Closed By:

Apply Save Cancel

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Once you have completed all the sections on this screen as explained, if no further action is needed and no additional narrative needs to be added at a later time/date, click the box next to “close incident” and then click the “Save” button.

If you wish to add additional information to your response at a later time, click the “Save” button, and the incident will remain open, in “submitted” status. After you enter your additional information at a later time, don't forget to click the box next to the “close incident” to ensure the incident is closed.

Administration > Incidents > Incident Response

Incident Information	Child / Youth Involved	Resource Members/ Staff Involved	CIR Incident Factors	Response
Incident Response				
Response:				
<div></div>				
<div>Spell Check Clear 300</div>				
Last Updated Date: Updated By:				
+ SIR Additional Info				
Action: <div></div>				
Close Incident: <input type="checkbox"/> Closed By:				
<div>Apply Save Cancel</div>				

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In this topic you learned how to:

- Search for a specific Incident Report
- Respond to an Incident Report

